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The Liaison Connection

University Libraries

Fall 2013

The Liaison Connection Issue 7

University of Denver, University Libraries

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Recommended Citation

University of Denver, University Libraries, "The Liaison Connection Issue 7" (2013). *The Liaison Connection*. 7.

https://digitalcommons.du.edu/libraries_liaisonconnection/7

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The Liaison Connection

Keep in the know about University Libraries collections, services, and research/instruction.

Fall Quarter 2013 Issue 7

University Libraries News

Our Beautiful Anderson Academic Commons

The Anderson Academic Commons (AAC) has proven to be a tremendous success. We are gratified by the consistent praise for the building's aesthetics, layout, meeting rooms, seating choices, and technologies.

The spring quarter saw an amazing surge in use of all library services, programs, and spaces. To illustrate this, I thought it would be interesting to compare a few numbers from the old Penrose Library to the new numbers for the Anderson Academic Commons.

While Spring 2013 lending is stable and slightly down compared to Spring 2011 (excluding the estimated 20,000 uses of e-books), gate count is up 68% for Spring 2013 compared to Spring 2011. On Sunday June 2 at 4 pm, there were 761 people in the library, and later that night at midnight, there were still 395 people in the building. Research Center consultations are up 34% and people served in the Research Center is up 30%. Research Center desk interactions are up 13%, and the number of in-class workshops taught by the research librarians was up by 27%.

Many of our visitors have enjoyed the exhibits of materials from, and related to, our special collections, and others enjoy browsing the new books on the main floor. We are providing a responsive program

supporting access to our collections—in both the Anderson Academic Commons and in the Hampden Center—with paging service and speedy delivery. Others are enjoying the Faculty Reading Room, or a quiet corner with a lovely view of the campus. I encourage you to become a frequent visitor, to collaborate with the library faculty, and to enjoy the Front Porch Café while you peruse a new book. The University of Denver Libraries welcomes you.



The Loft Classroom



Outside on the Front Porch Café

Also in this issue...

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- New Colleagues
- Murder in the Stacks!
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Nancy Allen, Dean

Nancy.Allen@du.edu

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University Libraries News

University Libraries New Website

The University Libraries launched its [newly re-designed website](#) on August 19, 2013. The site was created by the Web team from the Library and the Digital team from the Division of Marketing & Communications to fulfill the Library's commitment to providing accessible resources and services via the Internet. The website was designed to reflect the look and feel of other DU sites and to conform to branding guidelines. Development was strongly guided by user feedback and Web traffic analysis; the newly designed site offers the following features:

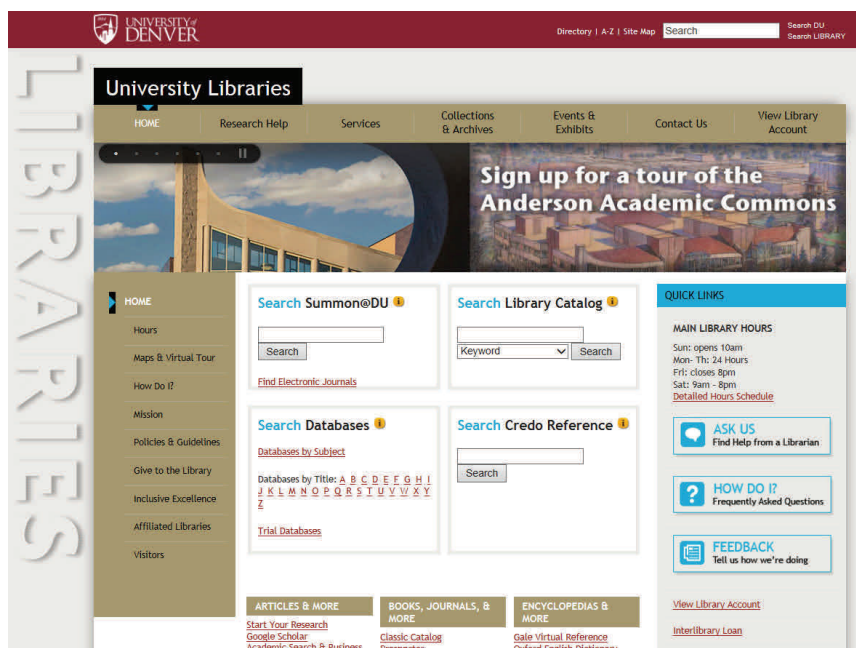
- Separate boxes for major research tools: Summon@DU, the library catalog, databases, and Credo Reference
- Site navigation that connects patrons to the library's most-used resources
- "How do I ... " links to the most frequently asked questions about library collections and services
- An information panel with business hours, most-accessed resources, and social media links on every page
- Rich content provided by library faculty and staff
- Compliance with the Americans with Disability Act (ADA)

The new site is available 24 hours a day, 365 days a year. For the academic year 2012-2013, there were more than 640,000 visits to the Library's website to conduct research, search for resources, reserve books, check library hours, and consult with librarians.

We hope users will find the library's "new" virtual presence and access to services and collections easy to use. Please use this handy form to provide us with your experience and feedback anytime: <http://library.du.edu/contact/feedback.html>.

Sheila Yeh, Library Digital Infrastructure & Technology Librarian

Sheila.Yeh@du.edu



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University Libraries News

Welcome Our New Colleagues

We are pleased to introduce our two new colleagues: Kevin Clair and Ryan Buller!

Kevin Clair is the Archives Processing and Digital Content Metadata Librarian. He manages all aspects of materials processing and cataloging for Special Collections and Archives, and supervises the collection development of the Libraries' digital repository, Digital DU. He is interested in exposing archival metadata to more audiences using open Web standards and in the uses of archival collections to support digital humanities and public scholarship. He has published and presented in the areas of data management and geospatial applications of and for digital library initiatives.



Kevin Clair



Ryan Buller

Ryan Buller joins University Libraries as the Access Services Librarian. He was previously the Access Services Unit Coordinator for Malpass Library at Western Illinois University. He received a B.A. in History and an M.S. in Library and Information Science from the University of Illinois and an M.A. in History from Western Illinois University. His research interests include copyright and fair use in course reserves, data driven staffing, and library management.



LIBRARY LIAISON ADVISORY GROUP

For an archive of *The Liaison Connection* newsletter, as well as past Library Liaison Advisory Group meeting minutes, announcements, and a directory of the members, please visit the [Library Liaison Advisory Group webpage](#).

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Research and Instruction

Murder in the Stacks!

The Main Library hosted its fifth Murder in the Stacks (MITS) scavenger hunt event on the Friday night of Discoveries Week 2013. The first MITS event was suggested as a fun activity by Student Life in 2009. The Library seized on the opportunity not just to entertain, but to educate students about the resources and services we offer, as well as teaching basic library skills such as using the online catalog, searching for articles in databases, accessing e-books, and reading Library of Congress call numbers. Over the years, participants have both had a great time and learned much of what they would have in a traditional introductory library instruction workshop.

Previous events were based on the Twilight and Harry Potter books, and timed to follow releases of film adaptations. We were somewhat surprised when the students we asked were unenthusiastic about using *Hunger Games* or *The Hobbit* as a theme but instead requested we base our next event off of



Library staff represent Yvette and Professor Plum



2010 MITS participants getting help with a clue

the 1985 film *Clue*. We completed a *Clue*-themed event last spring as part of the grand opening of the Anderson Academic Commons and recycled the theme this fall for first-year students.

As always, participants threw themselves into the event, running and shouting as they raced from clue to clue in the closed and otherwise quiet library. A few passers-by even noticed the activity and knocked on the locked doors, asking to join in! At the conclusion of the event, staff volunteers – several of whom were in costume – were introduced and the services they provide to students explained before the prizes were distributed. Student participants applauded and thanked staff for being so “into it,” wearing costumes and role playing. In the end the participants left entertained, enlightened, and hopefully willing to spread the word that the library is a place to find friendly, helpful staff as well as information for papers and projects.

Erin Meyer, Student Outreach Librarian and Research Center Coordinator

Erin.Meyer@du.edu

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Research and Instruction

Research Workshops at the AAC

Each quarter the reference librarians at the Main Library in the Anderson Academic Commons offer a number of free workshops on a variety of library resources. The workshops are open to current DU students, faculty, and staff. To see the complete schedule of workshops, please go to goo.gl/r5gDs.

We developed some new workshops this fall. At the beginning of the quarter, we offered Library Research 101 and Tour, an introduction, or a refresher for those who needed it, on the resources and services available at University Libraries. We gave virtual tours of the new website (see page 2 of this newsletter) and resources, and an actual tour of the building and services.

Two of the remaining new workshops to be held include:

Finding and Using Archival Materials

Friday, October 18, 2 PM – 3 PM, AAC 102 Schayer Seminar Room

Come learn about the holdings of the University of Denver's Special Collections and Archives and how the collections can be used for a variety of classes. The workshop will also cover the basics of how to find relevant archival collections and digitized primary resources using databases available at the library.

Production 101

October 23, 2 PM – 4 PM, Digital Media Center

Participants in this workshop will experience digital media production from the beginning to the end. This is a general session, but participants are engaged in the editorial and post-production process. The facilitators will walk participants through the basics of camera setup through uploading and editing in production software. Participants will record a conversation and go through the editorial process to create a short video. Cameras will be available, but feel free to bring your own.



Digital Media Center Production 101 Workshop

We can also provide customized workshops for your courses, departmental or faculty meetings. To schedule a workshop, please see our Library Instruction page at <http://libguides.du.edu/libraryinstruction>.

Carrie Forbes, Associate Dean for Student & Scholar Services

Carrie.Forbes@du.edu

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Keep in the know about University Libraries collections, services, and research/instruction.

Research/Instruction & Services

Research Carrels for Students

Carrels for students provide quiet space within the Anderson Academic Commons for advanced research. Shared research carrels are available in AAC 301, along with lockers for storage. Access to the research carrels room is controlled via swipe card access and is only available to students who have reserved carrels for the quarter. Because of the limited number of carrels available, an application process has been developed to provide this resource to those researchers who have the greatest need.

University of Denver students who meet the following criteria are encouraged to apply for a shared research carrel:

- Doctoral candidates who are researching/writing their dissertation
- Masters candidates who are writing their thesis
- Undergraduate students engaged in extended research projects (e.g., senior thesis, PINS project)

Each application should be accompanied by an email from a faculty advisor confirming that the student is working on a research project during the quarter he/she has applied for a carrel. Confirmations from faculty advisors and/or questions can be sent to carrels-l@du.edu.

If you are advising any students who would benefit from a carrel, please encourage them to apply. Complete information on the research carrels in the Anderson Academic Commons, including a link to the application, can be found at <http://libguides.du.edu/carrels>.

Carrie Forbes, Associate Dean for Student & Scholar Services

Carrie.Forbes@du.edu

The Faculty Reading Room



The Faculty Reading Room, available to full and part-time faculty, adjuncts, and emeriti, is located on the upper level of the library overlooking Carnegie Green. The comfortable, inviting space is available for grading papers, reading, researching, meeting a colleague for a quiet chat, or just escaping for some solitude during a hectic day. There is a mixture of comfortable seating and carrels. For those who wish to use the space for research, lockers are available for long-term checkout—ask at the Lending Desk on the main level of the library, and read the brief article about lockers on page 10 of this newsletter.

To access the Faculty Reading Room, swipe in using your DU ID card. If your card doesn't work, please contact the Dean's Office at x12007 for assistance.

Peggy Keeran, Arts & Humanities Reference Librarian

Peggy.Keeran@du.edu

Faculty Reading Room

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Services

Booking Rooms in the AAC

To reserve event and study rooms in the Anderson Academic Commons (AAC), please use the 25Live reservation system available through WebCentral, via the right-side menu of the library's homepage, or outside the door of each room. The Reservation system is also available from the Library's [Event & Study Rooms page](#).

From [WebCentral](#), login with your DU ID and passcode and then choose the "Resources" tab to view the channel for "Space, Event, and Library Study Room Requests." There are two different types of rooms in the AAC that may be reserved.

EVENTS ROOMS

To book the larger event spaces in the AAC, including The Loft and the Special Events Room, access the 25Live system through the library's site or WebCentral and then login with your DU ID and passcode to access 25Live. Click "Create an Event" and you will have the option to search for available rooms in the AAC. Requests for event spaces in the AAC are mediated. You will be contacted within 24-48 hours to confirm your reservation and details. Please note that the event spaces in the AAC do have associated room charges.

Special Events Room

Capacity: 72-200. Room 290.

The Special Events Room, on the main level, is over 3,000 square feet and offers advanced digital video presentation technology. It is appropriate for gatherings of 50 – 200 people, depending on room arrangement. Set with 5' round tables, the Events Room accommodates 150 people. Set lecture style with chairs only, it accommodates 200 people. The Special Events Room has a privacy curtain that closes along the interior glass wall, separating the room from the atrium. It has floor-to-ceiling display screens along the west wall of windows that overlook the campus green. A small balcony, accessible only from the Special Event Room, also faces west. Flat panels are mounted throughout the room, and a caterer's service kitchen with separate entry is available.

For more information on the Special Events room, please see <http://library.du.edu/policies/events.html>.

Spread the Word

Contact [your liaison](#) to request in-class instruction or to have a librarian come to class to talk briefly about the Research Center. You can also include the following statement in your syllabus to encourage your students to utilize this resource:

"The University Libraries Research Center answers research questions seven days a week by phone, email, in-person, and chat. One-on-one research consultations are also available on a drop-in basis or by appointment. Consultations can help you at any stage of the research process, from refining your topic, to finding books and articles, to creating a bibliography with RefWorks. Ask a question or make an appointment at 303-871-2905 or research-help@du.edu."

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Services

Booking Rooms in the AAC continued...

The Loft

Capacity: 25-48. Room 340.

The Loft is a dramatic, light-filled and glass-walled classroom that hangs in the atrium on the upper level. It is set with tables and chairs to support library research instruction; however, the furniture may be rearranged easily. With eight wall-mounted flat panel displays, this room offers the librarians advanced teaching with technology capabilities. Priority for this room is given to library research instruction and workshops. When not scheduled for that purpose, it may be used on a walk-in basis, or it may be reserved for a fee for specific dates and times. It is generally available for meetings and events on Fridays, Saturdays, and Sundays. Occasional availability may exist for weekday events during less busy periods of each quarter. For more information on The Loft, please see <http://library.du.edu/policies/loft.html>.

Schayer Seminar Room

Capacity: 16-20. Room 102.

The Schayer Room, on the lower level, is part of the Special Collections area of the library. It has a large conference table with chairs and is set up for meetings or small classes. Because of rare and valuable items in Special Collections, no food is allowed. Priority use of this room is for groups or classes that will be working with Special Collections materials. Occupants may be interrupted to accommodate students or scholars during Special Collections reading room hours (Monday-Friday, 9 AM-5 PM). Library/Special Collections has priority Monday-Friday, 9 AM-5 PM.

Gottesfeld Room

Capacity: 16-20. Room 313.

The Gottesfeld Room, on the upper level, features a display of Artist's Books – handmade books that are themselves works of art. The room is outfitted with a large table and chairs, set up for meetings. No food is allowed in this room. Priority use of this room is for students or scholars working with the Artist's Book Collection. Occupants may be interrupted to accommodate students or scholars needing to work with the Collection. Library priority Monday-Friday, 9 AM-5 PM.



Gottesfeld Room

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Keep in the know about University Libraries collections, services, and research/instruction.

Services

Booking Rooms in the AAC continued...

GROUP STUDY ROOMS

Group study rooms are available in small and large sizes, and with different seating options. With the exception of Nicki's Study Room next to the main entrance, all group study rooms are on the lower or upper level. They all have a flat screen, which can be connected to a smart phone, tablet, or computer to help with group projects, as well as white boards. Most group study rooms have a table with chairs, although a few have soft seating with a small coffee table.

For expedited booking of group study rooms, use the specific login instructions for "Group Study Rooms" as noted in the webCentral channel. Using the "Group Study Room" login for 25Live provides you with a simplified form for study room booking only. Booking of group study rooms is not mediated; once you have placed your request, you are automatically confirmed.

Study rooms are intended to support academic work by University of Denver students, faculty, and staff working on group projects, studying together, or conducting meetings. Priority use of the rooms will be given to students using them for group study. They are not intended for use as individual study carrels or as general-purpose classrooms. Rooms can be reserved for up to 4 hours at a time. Please avoid booking reoccurring meetings so that the rooms can be available to those who may need them for studying. There are no fees associated with the use of group study rooms.

For detailed instructions on submitting reservations and planning events on campus, please refer to documentation on the "Resources" tab of WebCentral or the library's [Event & Study Rooms page](#).

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Keep in the know about University Libraries collections, services, and research/instruction.

Services

Services

Lockers

The Anderson Academic Commons contains a number of short and long-term lockers for faculty, staff, and students. Short-term lockers are available on a first-come, first-served basis. To use a locker, enter a 4-digit personalized code for locking and unlocking. Directions for setting the 4-digit code are located inside each locker. Lockers unlock automatically after 24 hours. A select number of lockers in the Anderson Academic Commons may be reserved for quarter-long use. Long-term lockers may be renewed each quarter as needed. To apply for a long-term locker, please visit the Lending Services Desk. Any questions about lockers can be directed to the Lending Services Desk at (303) 871-3707. The Lending Desk is located on the main level of the library, near the front entrance.



Lockers on the Upper Level

E-Commerce

University Libraries is pleased to announce that fines and lost book fees may now be paid online. To pay, log-in to your account on the 'View Library Account' page. Clicking on the 'Unpaid Fines and Bills' link on the left menu will take you to an itemized list of charges on your account. A link titled 'Pay Online' will be above and below the itemized list. Clicking on this link will take you into the new E-Commerce system, allowing you to pay from the comfort of your office or home.

Request It

With the opening of the Anderson Academic Commons, much of the collection has moved back onto campus. However, the paging service that was established while the collection was off campus was so popular, that it has been maintained. Faculty, staff, and students are now able to request any book from the AAC or the Hampden Center through the library website. When the item has been retrieved, processed, and is ready for pick-up, an email will be sent to your account indicating that it is ready for you.

Ryan Buller, Access Services Librarian

Ryan.Buller@du.edu

The Liaison Connection

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Collections

How Do We Determine Where Books Will Be Housed?

As you know, most of our physical collections are housed in the Hampden Center (HC) with room for only the 450,000 most heavily used monographs in the Anderson Academic Commons (AAC). All new books are shelved on the main level of the AAC for about six months. As we acquire new books, the books on those shelves will be moved downstairs to the Penrose Collection Stacks. That process will happen unevenly; if we acquire many new books at one time in a particular call number area, then the older books in that area may need to move downstairs faster than those in another area.



The basic rules for what remains in the Penrose Collection in the AAC are pretty straightforward: Though there are some disciplinary differences, books published in the last thirty years, books that have circulated two or more times, and books that are heavily illustrated will be housed on campus. If we have an e-book equivalent or a newer edition, a book is a candidate for the HC. Every year, in order to make room for new acquisitions, an equivalent number of books will have to move to the HC.

But making those rules work is not so easy. Based on usage, some books will move from the HC to the Penrose Collection Stacks. And, as with the new books, the rate at which books move out of the Penrose Collection Stacks to the HC will vary. So, the best bet to determine where a book will be is to search the catalog. Regardless of location, you can continue to “request it” (see page 10) to have it pulled and held for you.

Michael Levine-Clark, Associate Dean for Scholarly Communication & Collections Services

Michael.Levine-Clark@du.edu

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Collections

Language Learning Programs

To provide access to a wide variety of languages, from French, Spanish, and German to Chinese, Arabic, and Japanese to Tagalog, Ojibwe, and Latvian, and to accommodate the different learning styles of members in our community, the University of Denver Libraries subscribe to several language-learning programs: *Transparent Language Online*, *Livemocha*, *Mango Languages*, *TellMeMore*, and *Pimsleur*.

We worked with Adrienne Gonzales at the Center for World Languages and Cultures, who analyzed the different programs, to [create a research guide](#) which provides an overview of the strengths of each program. All, save *Pimsleur*, are web-based programs, allowing current faculty, students, and staff to create individual logins in order to track progress.

Briefly, the following are a couple of the unique features for each:

- *Mango* provides color coding, cultural notes, and is quick moving with lots of repetition.
- *Livemocha* involves an active online community where learners can chat or Skype with native speakers.
- *TellMeMore* contains situation-based lessons and explicit grammar instruction.
- *Transparent Language Online* has the most languages and promotes active practice, such as writing words out.
- *Pimsleur* offers audiobooks that can be downloaded to mobile devices and used while walking or driving.

Each of these vendors allows members of our community to sign up for as many languages as desired, so that someone needing to brush up on three languages before taking an extended research or service-learning trip, may do so.

More languages and new features are being added to each of the web-based programs on a regular basis. Most recently, *Transparent Language Online* launched a section for the Latin American language learning program called “Spanish Conversations,” which includes videos of real-life situations. *Mango* plans to release *Mango Premiere* November 12, with 6 full-length feature films designed to help learners acquire language skills. In addition, these vendors are happy to work with faculty to track student progress in specific languages. For more information or if you have questions, contact Peggy Keeran, peggy.keeran@du.edu.

Peggy Keeran, Arts & Humanities Reference Librarian

Peggy.Keeran@du.edu